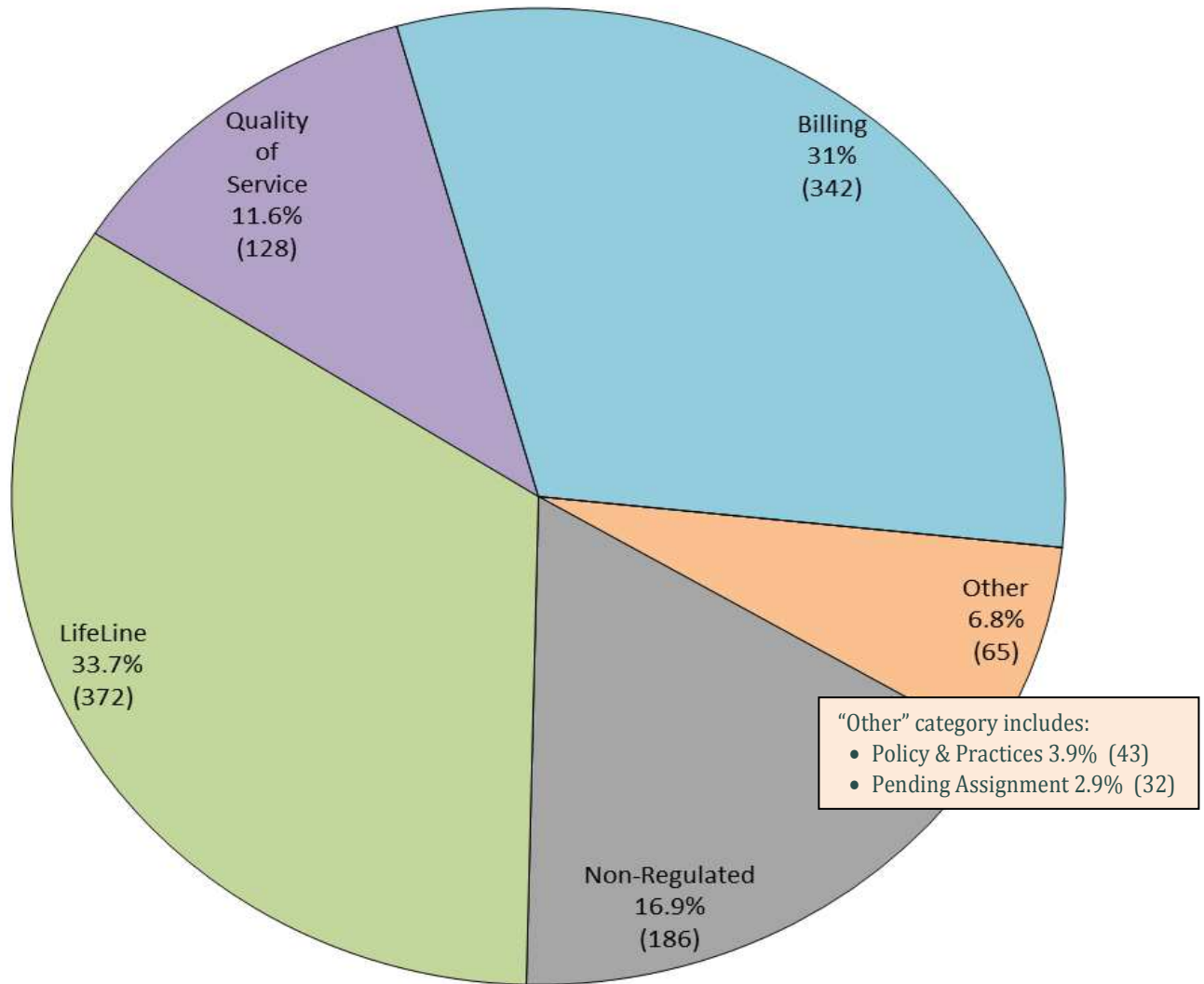


California Public Utilities Commission

November 2013

1,103 Consumer Contacts* to the Consumers Affairs Branch (CAB) on
Communications Utilities



*Numbers in parenthesis are the actual number of contacts (phone calls, electronic submissions, or letters) received by the Consumer Affairs Branch for each primary category in the Consumer Information Management System (CIMS).

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Top 10 Sub-categories in the Communications Industry* Questions, Inquiries, and Complaints Received by CAB <i>Identifies most common consumer topics related to Communications in the current month</i>	
Topic	Description
High Bill	Refers to complaints regarding bills that are higher than normal, and consumers cannot think of possible reasons that could account for the level of use as stated on the bill. This also includes duplicate billing issues.
Bill Adjustment	Refers to discount allowable by a public purpose program subsidy or other discount that does not appear on the consumer's bill. Also includes issues related to credits, refunds, or rebates.
Non-Jurisdictional Internet Service/Equipment	Refers to a service that connects a given device to the internet. Any complaint that involves issues or problems with the service itself or the equipment (modems, routers, etc.).
Other Charges	Refers to roaming, 411, returned check charges, transfer charges, activation fee, and charges accrued after account has been closed.
Call Quality	Refers to service conditions (wireline and/or wireless) that negatively affect the quality of service provided by a telephone company. Example issues may be static or line noise that is affecting the quality of a call.
Early Termination Fee	Refers to a fee imposed when a consumer terminates a service prior to a contractually specified end date. This is typically associated with wireless services, but can also apply to landline and/or other industries.
Slamming	Refers to any change in phone service without that customer's informed consent.
Abusive Marketing	Refers to the practice of misleading a utility customer by not providing a promised service or specific price, failing to provide proper disclosures, or adding extra services/features without consent from the consumer.
Bundled Services	Refers to a pricing strategy that groups multiple services (phone, intranet, and cable) into a single price.
Disconnection Non Payment	Refers to a customer's utility service being shut off. This can be initiated by the consumer or by the utility for a non-payment.

*CAB recently upgraded its internal database with a new Business Rules Manager in order to improve case processing. For the month of November 2013, the top ten subcategories of contacts to CAB will be provided on an industry-wide basis, which is different from what has been provided in previous months. CAB will provide more specific industry data on subcategories in early 2014.

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